

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:
Case: 08-0498

ORIGINAL

Regarding a complaint by (Person making the complaint): RAMESH SHARAN
Against (Utility name): ILLINOIS-AMERICAN WATER COMPANY
(INFORMAL COMPLAINT # 2008-14281)
As to (Reason for complaint) EXCESSIVELY HIGH WATER BILL - WHEN
THE HOUSE WAS EMPTY AND WAS ON SALE/RENT.

in BOLINGBROOK, Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 12801 BARROW LANE, PLAINFIELD
The service address that I am complaining about is 145 SOUTH VINCENT DR., BOLINGBROOK,
My home telephone is (630) 759-8120
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (630) 643-5004 (CELL)
My e-mail address is RSHARAN1@YAHOO.COM I will accept documents by electronic means (e-mail) ☒ Yes ☐ No

(Full name of utility company) ILLINOIS-AMERICAN WATER COMPANY (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

1. MY OTHER HOUSE IN BOLINGBROOK WAS VACANT AND ON SALE/RENT. FROM MARCH 2008 THRU JULY 2008.
2. I RECEIVED A WATER BILL OF \$829.36 FOR THE MONTH OF MAY-JUNE 2008.
3. WHEN I ENQUIRED ABOUT IT, THEY SAID THE BILL WAS CORRECT. I EXPLAINED THEM THE HOUSE WAS VACANT & NO ONE WAS LIVING IN THE HOUSE. THEY INSISTED THE BILL WAS RIGHT.
4. I ASKED THEM TO GET THE HOUSE CHECKED. THEY SENT ONE PERSON 'ROBERT' TO CHECK THE HOUSE ON 6/

Please clearly state what you want the Commission to do in this case:

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: 8/18/08
(Month, day, year)

Complainant's Signature: Laura Y. Webb

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

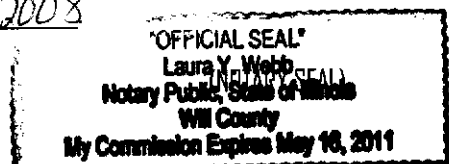
A notary public must witness the completion of this part of the form.

I, DAMESH SHARAN, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Laura Y. Webb
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) August 18, 2008

Laura Y. Webb
Signature, Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.

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5. He checked the entire house and did not find anything wrong.
6. He even checked the lawn sprinkler, toilet, faucets etc and did not find any leaks.
7. I have lived in that house for 15 years, and never had that kind of water bill even during summer months. The maximum that I can recollect was \$180.00 in a summer month.
8. The amount that Illinois American Water Company is charging is 85,000 gallons of water, which I think will flood the street.
9. Therefore, I request to get the amount removed from my bill. The error seems to be with Illinois American Water Co.

If there are any questions in this regard please call me on home phone (630) 759-8120 or on my cell phone (630) 643-5004.